

WELCOME ABOARD



Naval Medical Center Portsmouth
620 John Paul Jones Circle
Portsmouth, VA 23708-2197



www.med.navy.mil/sites/nmcp

Quarterdeck: (757) 953-5008





Christopher M. Culp
Captain, Medical Corps
United States Navy

[Click here to see the Chain of Command](#)

To Our Newly Reporting Staff Members and Families:

Welcome to the "First and Finest," Naval Medical Center Portsmouth, Virginia. This is the Navy's oldest continuously operating hospital. You are joining an organization some 4,300 strong dedicated to keeping the more than 420,000 active duty members, family members and retirees in Hampton Roads healthy. Also, you are reporting to the area at a great time. We recently moved into a brand new, state-of-the-art, 350,000 square foot hospital, the Charrette Health Care Center allowing our health care providers to deliver care in the best possible environment.

The Hampton Roads area (including the cities of Norfolk, Virginia Beach, Portsmouth, Chesapeake, Suffolk, Hampton, and Newport News) boasts one of the largest military concentrations in the country---and not just the Navy. In addition to serving as homeport for nearly a fourth of our naval forces, Hampton Roads is home to the Army installations Fort Eustis, Fort Monroe, and Fort Story, as well as Langley Air Force Base. If you're coming from overseas duty or a smaller stateside duty station, you'll find Hampton Roads offers comprehensive military facilities and services for you and your families in addition to being one of the top recreation destinations in the country. This guide is designed to get you started during your first few weeks in the area---it should be a launching pad for your own exploration of this richly diverse community! You can also find a wealth of information on our website <http://www.med.navy.mil/sites/nmcp/SitePages/home.aspx>

Throughout the area there are over 400,000 people eligible for military health care. The region has seven of the country's largest military installations. The region is homeport to 68 percent of the 194 ships assigned to the Atlantic Fleet.

The area offers a wide variety of activities and attractions. Each year thousands of people flock here to enjoy the miles of shoreline extending along the Chesapeake Bay and the Atlantic Ocean. Besides soaking up the sun, visitors can tour a variety of museums and historic homes.

Whatever your concerns, we're here to make your transition into the area as smooth as possible. If you have not been assigned a sponsor, contact the Military Personnel Management Department as (757) 953-3560 or email: usn.hampton-roads.navhospporsva.list.nmcp-dasssponsor@mail.mil for assistance. Also, my Command Master Chief can be reached at usn.hampton-roads.navhospporsva.list.NMCP-CMC@mail.mil. Again, Welcome Aboard and we all look forward to serving with you.

Welcome to Hampton Roads/Tidewater

What is Hampton Roads?

“Hampton Roads” refers to the extreme southeastern portion of Virginia and includes the following cities: Portsmouth, Norfolk, Virginia Beach, Chesapeake, Newport News, Hampton and Suffolk. This same area is also commonly referred to as “Tidewater.” Additionally, the five cities of Portsmouth, Norfolk, Virginia Beach, Chesapeake and Suffolk can be referred to as the “Southside,” while Newport News and Hampton may be referred to as the “Peninsula.”

What is Naval Support Activity Hampton Roads – Portsmouth Annex?

Naval Support Activity Hampton Roads has assumed the responsibility for all shore installation support services for Naval Medical Center Portsmouth. On behalf of NMCP, NSA HR manages various aspects of the installation, from security at the front gate to the barracks. Be aware that you may see signs and references to the base as “Naval Support Activity Hampton Roads – Portsmouth Annex.” This can sometimes be confusing for newly reporting staff, as well as our patients.

Tolls:

One of the first things you may notice when coming to Hampton Roads is how much water there is. It’s rare that you can travel between cities without crossing a bridge or tunnel. While many of these crossings are free, you will inevitably encounter a toll while transiting the area. There are tolls on the Downtown and Midtown tunnels, which both connect Portsmouth to Norfolk. The nearby Jordan Bridge also requires a toll. The easiest (and most inexpensive) way to pay for tolls in this area is with an EZ Pass. EZ-Pass is available for purchase online at www.ezpassva.com or at the Navy Exchange located in the medical center.

Checking In:

- **If reporting during business hours (7:30 a.m. – 4 p.m.), report to the MILPERS Office, Bldg. 3, 4th floor. Bldg. 3 is the high-rise building and houses the food court.**
- **If reporting outside of business hours, report to the quarterdeck, Bldg. 2, 2nd floor, near the pharmacy).**

To access both buildings 2 and 3, park in the parking garage. The crossovers to buildings 2 and 3 can be accessed via the ground level and the second level. After parking, walk toward the medical center (east) and take the crossover on your left for Bldg. 2 or the crossover on your right for Bldg. 3.

Once in Bldg. 3, pass the food court and take the elevators to the 4th floor. Follow the signs to the MILPERS/HRD office.

Once in Bldg. 2, the quarterdeck is directly on your right, near the pharmacy.

NOTE: To ensure a smooth check-in process, bring a copy of your current Page 2 and Loss document from your last command.

Military Personnel Management Department:

Bldg. 3, 4th Floor

Customer Service Hours: Monday – Friday, 7:30 a.m. – 4 p.m.

Front Desk (757) 953-7672

Command Sponsor Coordinator (757) 953-3560 or 953-3527

Uniform of the Day:

	<u>Officers/CPOs:</u>	<u>E1-E6:</u>
Summer:	Khaki/NWU Dress Whites	Dress Whites/NWU
Winter:	Khaki/NWU	Dress Blues/NWU

Dress Blues

Dress uniform should be worn when checking in. The winter and summer uniform periods are prescribed by SOPA Hampton Roads. Generally, summer uniforms are worn from late April to early October, and winter uniforms from late October to early April. If you are reporting during one of the transitional periods, call the Quarterdeck at (757) 953-5008 to find out the specific day of the uniform change.

Unaccompanied Personnel Housing (Barracks)

The Unaccompanied Personnel Housing (UPH) buildings on board Naval Support Activity Hampton Roads – Portsmouth Annex consist of two free-standing buildings. Bldg. 282 (Shacklette Hall) is currently under renovation and will have 156 rooms and will be able to house 312 personnel when complete. Bldg. 288 (Stanley Hall) has 210 rooms and can house 210 personnel.

UPH houses single E1 – E4 personnel stationed at Naval Medical Center Portsmouth.

The main lobby is located in the back of Bldg. 288.

Hours of operation: Monday – Sunday, 7 a.m. – 11 p.m.

Front Desk: (757) 953-6221 or 953-6222

UPH has E6 – E9 personnel who are resident advisors (RAs). The RA duty schedule is posted in the lobby and on each elevator lobby bulletin board. Residents are encouraged to call the duty RA with problems and to access rooms after hours.

NOTE: There is no Unaccompanied Personnel Housing for officers. All officers will receive BAH.

Parking

In the parking garage, there are more than 1,500 staff or “open” parking spaces. Staff are prohibited from parking in the more than 1,000 patient/visitor parking spaces and special reserved spaces for flag officers, 06 parking, handicap, etc. Each of these areas is marked either on the ground or with signs and is reserved, 24 hours a day, every day.

An electronic monitoring system is being installed in the parking garage. Patients and staff will be able to locate available spaces via signage and smartphone, and we can adjust the space allocation of staff and patient parking using various colors based on demand, and we can more readily enforce staff and patient parking by monitoring the movement of vehicles. In total, this system is going to greatly enhance the patient and staff experience.

*Due to limited parking in the garage, if you live in the barracks or are a NSHS student, park by the barracks and walk to NMCP or NSHS.

Ground, Level 1 and 2:

- Are for patients and visitors unless otherwise designated by a sign.
- Aisles H-K on ground, 1 and 2 are open for staff parking.

Level 3, 4 and 5:

- Open parking for all staff personnel.

Parking Questions: All parking questions can be directed to the site director at (757) 953-7325.

Temporary Lodging

Temporary Lodging Expense (TLE) may be paid in the Continental United States (CONUS) under Joint Federal Travel Regulations (JFTR). A maximum entitlement of 10 days TLE is authorized incident to a PCS between two permanent duty stations in CONUS. Ask about TLE when checking in.

NOTE: In order to collect TLE, you must stay in the Navy Lodge or Navy Gateway Inns and Suites. If they are full, you will receive a letter on non-availability and be able to stay in an outside hotel. If you do not receive this letter and stay in a different hotel, you will not be reimbursed.

Navy Gateway Inns & Suites

<http://www.dodlodging.net/>

1-877-NAVY-BED

Norfolk Naval Shipyard (757) 394-9165

Navy Lodge

<https://www.navy-lodge.com/>

Naval Station Norfolk (757) 489-2656

Base Dining Options

Bldg. 2

The Dancing Goat, 2nd floor near pharmacy

Monday – Sunday, 6 a.m. – 5 p.m.

Galley, 1st floor

Open to all personnel, military, staff and visitors

Breakfast: 6 a.m. – 8 p.m.

Lunch: 11: a.m. – 1 p.m.

Dinner: 4:30 – 6 p.m.

Bldg. 3, 2nd Floor Food Court

Auntie Anne's Pretzels: Monday – Friday, 6 a.m. – 6 p.m.; Saturday and Sunday CLOSED

Dancing Goat Café: Monday – Friday, 6 a.m. – 2 p.m.; Saturday and Sunday CLOSED

Panda Express: Monday – Friday, 10 a.m. – 8 p.m.; Saturday, 10 a.m. – 4 p.m.; Sunday CLOSED

Rollerz: Monday – Friday, 7 a.m. – 8 p.m.; Saturday, 10 a.m. – 3 p.m.; Sunday CLOSED

Subway: Monday – Friday, 6 a.m. – 10 p.m.; Saturday and Sunday, 8 a.m. – 4 p.m.

White Lotus Sushi: Monday – Friday, 6 a.m. – 4 p.m.; Saturday and Sunday CLOSED

Bldg. 256

The River's Edge Bistro (formerly known as The Sand Bar)

Monday – Friday, 11 a.m. – 2 p.m.; Saturday and Sunday CLOSED

Plans, Operations, Medical Intelligence (POMI)

Bldg. 3, 4TH Floor

(757) 953-5302

While assigned to this command (not including personnel on Limited Duty or Pregnancy Orders and other limited special circumstances), you will be assigned to an operational mobilization platform. The following courses must be completed before reporting:

- Emergency Preparedness Response Course - Clinicians Course (IDC/NURSE/PA/MO/DR only)
Course Name: DMRTI-US017 (found via JKO)
- Emergency Preparedness Response Course Operator/Responder Course (HM and non-HM rates only)
Course Name: P-US260 (found via JKO)
- Chemical, Biological, Radiological Personal Protective Equipment course (ALL)
Course Name: CNE-EPOC-ELO-25.02.01.04-00001 (found via Navy ELearning)
- Chemical, Biological, Radiological, and HAZMAT Identification, Protective Equipment and Measures Course (ALL)
Course Name: CNE-CBR-001 (found on Navy ELearning)

Getting Settled: Your Military Support System in Hampton Roads

Hampton Roads supports one of the largest military communities in the world. More than 420,000 people in Hampton Roads are active-duty military, military family members or military retirees. As a result, you'll find that both the military and civilian communities are ready to welcome you and your family.

Navy Housing Referral Office

7924 14th Street

Norfolk, VA 23505-1211

Phone: (757) 445-2832 or (800) 628-7510

Fax: (757) 445-6935

Hours of Operation: Monday – Friday 7:30 a.m. – 4 p.m.

www.militaryinstallations.dod.mil

<https://www.homes.mil>

Hampton Roads covers a very large area and is home to many diverse neighborhoods. There are many popular neighborhoods in Norfolk, Chesapeake and Virginia Beach, but you should be aware that from these areas, Portsmouth is accessible only by tunnels that back up during rush hour. The neighborhood you fall in love with might only be a 30-minute drive from the command at 11 a.m., but during rush hour, you may find your one-way commute takes more than an hour.

Schools

DOD School Liaison Officers: www.dodea.edu/Partnership/schoolLiaisonOfficers.cfm

Navy School Liaison Officer Directory: www.dodea.edu/Partnership/upload/slo_navy.pdf

NSAHR – School Liaison Officer: (757) 921-5876 or 953-7332

Military Child Care

<https://militarychildcare.com/>

This secure Department of Defense website provides a single gateway for you to find comprehensive information on military-operated or military-approved child care programs worldwide. With MilitaryChildCare.com, you create an account and maintain a family profile that you can access at any time from any location.

Civilian Child Care

Child Care Aware of America assists members of the United States Navy in finding and paying for child care.

childcareaware.org

Commonwealth of Virginia – Child Care Assistance

www.dss.virginia.gov/family/children.cgi

Fleet and Family Support Center

www.cnic.navy.mil/regions/cnrma/ffr/support_services.html

www.militaryinstallations.dod.mil

7928 14TH Street
Suite 102
Norfolk, VA 23505
Phone: (757) 444-2102
DSN: 312-564-2102
Emergency after Hours Line: (757) 444-NAVY
Hours of Operation: Monday – Friday, 8 a.m. - 4:30 p.m., CLOSED Holidays and Weekends
Programs and Services Offered: Deployment Support, Relocation Assistance, Personal Financial Management, Employment Assistance, Family Life Education, Information and Referral, Transition Assistance Program

Health Care

TRICARE

www.tricare.mil

Patient Portal – www.tricareonline.com

Relay Health – <http://www.relayhealth.com>

Appointments/Enrollment – (866) 645-4584 or (877) 874-2273

American Red Cross

Bldg. 1, 1st Floor

Phone: (757) 953-5435 or 953-5442 or 953-5443

After hours emergency cell: (757) 446-7700

Toll Free: (877) 272-7337

DSN: 312-377-5435

Hours of Operation: 8 a.m. – 4:30 p.m.

Navy-Marine Corps Relief Society

Bldg. 3, 4th Floor

www.nmcrrs.org/locations/entry/portsmouth-va

Phone: (757) 953-5956

Hours of Operation: Monday – Friday, 8 a.m. – 4 p.m.

Services Offered: Financial Assistance and Counseling, Quick Assist Loan (QAL), Education Assistance, Visiting Nurse, Budget for Baby, Emergency Travel and Disaster Relief

Ombudsmen

An ombudsman is a volunteer, appointed by the commanding officer, who serves as an information link between command leadership and Navy families. Ombudsmen are trained to disseminate information up and down the chain of command, including official Department of the Navy and command information, command climate issues, local quality of life (QOL) improvement opportunities and “good deals” around the community. Ombudsmen also provide resource referrals when needed. They are instrumental in resolving family issues before the issues require extensive command attention.

NMCP currently has two Ombudsmen:

Wayne Davies, command cell phone: (757) 582-2897

Email: NMCPOMBudsman2@gmail.com

Daniel Burke, command cell phone: (757) 582-9115

Email: NMCPOMBudsman3@gmail.com

Navy Exchanges

Naval Medical Center Portsmouth Mini Exchange

Bldg. 3, 2nd floor

(757) 397-5858

Retail Store: Monday – Friday, 6 a.m. – 7 p.m.; Saturday and Sunday, 9 a.m. – 4 p.m.

Barber Shop: Monday – Friday, 6 a.m. – 7 p.m.; Saturday 10 a.m. – 4 p.m.; Sunday CLOSED

GNC: Monday – Friday, 8 a.m. – 7 p.m.; Saturday 10 a.m. – 4 p.m.; Sunday CLOSED

Services include: Mini Mart, Barber Shop, Flower Shop and Dry Cleaning/Tailor

Naval Medical Center Portsmouth Mini-Mart

Bldg. 256

860 Sterling Cook St.

Portsmouth, VA 23708

(757) 397-5857

Retail Store: Monday – Friday, 6:30 a.m. – 6 p.m., Saturday, 10 a.m. – 4 p.m.; Sunday CLOSED

Services include: Mini Mart, Package Store

Scott Center Annex Navy Exchange (Additional Portsmouth location, adjacent to Norfolk Naval Shipyard)

1560 Cluverus St., Bldg. 1560

Portsmouth, VA 23709

(757) 391-3400

Retail Store: Monday – Saturday, 9 a.m. – 9 p.m.; Sunday 9 a.m. – 6 p.m.

Services include: Uniform/Tailor Shop, Package Store, Sight and Sound, Barber Shop, Laundry/Dry Cleaning, Jewelry

Commissary

Scott Center Annex Commissary (Portsmouth location, adjacent to Norfolk Naval Shipyard)

1717 Deldonna St., Bldg. 350

Portsmouth, VA 23709

(757) 399-7941

www.commissaries.com/shopping/store-locations/portsmouth-nnsy

Monday CLOSED

Tuesday – Friday: 9 a.m. – 7 p.m.

Saturday: 8 a.m. – 6 p.m.

Sunday: 9 a.m. – 5 p.m.

For additional locations within Hampton Roads and their hours, visit:

www.commissaries.com/shopping/store-locations/norfolk-navsta

www.commissaries.com/shopping/store-locations/little-creek-navphibase

www.commissaries.com/shopping/store-locations/oceana-nas

www.commissaries.com/shopping/store-locations/langley-afb

www.commissaries.com/shopping/store-locations/fort-eustis

Morale, Welfare and Recreation – Portsmouth

860 Sterling Cook St., Bldg. 256

Portsmouth, VA 23708

Outdoor Equipment Rental: (757) 953-5095

Tickets and Travel: (757) 953-5095

Rivers Edge Liberty Center: (757) 953-5095

Scott Center Strike Zone – Bowling Alley

Scott Center Annex, Bldg. 1487

(757) 396-3808

Riverview Fitness Center, Bldg. 276

1101 Holcomb Rd.

Portsmouth, VA 23708

(757) 953-7024

Riverview Aquatics Center, Bldg. 252

Indoor Pool

840 Sterling Cook Street

Portsmouth, VA 23705

(757) 953-5946

NMCP – Fitness Center Annex

NMCP Bldg. 3, 1st floor

Monday – Friday: staffed from 5 a.m. – 6 p.m., swipe badge for access after hours

Norfolk Naval Shipyard – Callaghan Fitness Center

310 Kempff Street, Bldg. 310

Portsmouth, VA 23709

(757) 967-2495

Phone Applications

NMCP has acknowledged the trend in mobile device use and developed two apps to better communicate with all medical center audiences. The first app is an NMCP Patient app designed to better engage our beneficiaries, while the second app, the NMCP Staff app, is designed to enhance communication with our staff.

To download either app, visit the App Store or Google Play and search NMCP.

NMCP Staff app

The NMCP Staff app is designed to provide a direct, immediate link to the staff. This app offers content related to pertinent medical center instructions and policies, physical fitness readiness schedules, mentorship and a SafeRide portion that assists active duty staff in getting a taxi if they've been drinking and should not drive home. Push notifications are occasionally sent which is an important tool to reach the staff during certain information, such as weather-related closures, must be communicated immediately. For personnel reporting to the command, there is a welcome aboard area that gives all the basic information needed for someone transferring to the medical center. Information that is available is limited until the staff member checks into the command and is granted full access to the app's content.

NMCP Patient App

The NMCP Patient app is designed to offers TRICARE beneficiaries easier access to several of Navy Medicine initiatives, including the Nurse Advice Line, Hampton Roads Appointment Line, RelayHealth and Interactive Customer Evaluations. These services give patients better access to health care and an array of resources and gives patients the opportunity to provide feedback on NMCP's services. By using NMCP's app, patients have easy and convenient access to telephone numbers and websites promoting their use.